

31512 Railroad Canyon Road, Canyon Lake, CA 92587

951.244.6841

www.canyonlakepoa.com

COMMUNITY PATROL

Weekly Activity Report

05/03/21 – 5/09/21

Community Patrol's primary functions are to provide the community with services that include access control at the entry gates, Rules and Regulations compliance, and incident observation and reporting to the Association. Community Patrol's services do not replace the services of outside public safety agencies such as law enforcement, fire services, medical services, city code enforcement, etc.

Report presented by: *Ebony Debow (Assistant Account Manager)*

INCIDENT REPORTS

- No major incident this week.

PATROL ACTIVITY

- **6** parking violations issued for unsightly / inoperable vehicles (GR.5.3d). **0** service calls received.
- **0** parking violation issued for long term parking (GR.5.3e). **4** service calls received.
- **1** Parking violation issued for vehicles extending beyond the curb (GR.5.3f). **0** service calls received.
- **27** other parking violations issued. **6** service calls received.
- **0** misc. traffic violations issued. **4** service calls received.
- **2** noise violation issued. **16** service calls received.
- **22** animal related violations issued. **2** service calls received.
- **3** gate runner violation issued.

SPEED ENFORCEMENT ACTIVITY

- Wednesday, May 5th- 10:53 AM (Mobile Enforcement) (Gr.5.1c) Citation issued for Speeding at Canyon Lake Dr N and White Wake. (Tobin)
- Wednesday, May 5th- 11:33 AM (Mobile Enforcement) (Gr5.1c) Citation Issued for Speeding at Canyon Lake Dr S and Calcutta (Tobin)

- Thursday, May 6th- 1:48 PM (Stationary Enforcement) (Gr5.1c) Citation issued for Speeding at Canyon Lake Dr S and Calcutta (Thieke)
- Thursday, May 6th -(Stationary Enforcement) (Gr.5.1C) Citation Issued for Speeding at Vacation and Cascade (Tobin)
- Friday, May 7th-(Mobile Enforcement) (Gr.5.1C) Citation Issued for Speeding at Canyon Lake Dr S and Cross Hill (Wells)

**“Stationary Enforcement” is conducted at a fixed location, whereas “Mobile Enforcement” is conducted while the Community Patrol vehicle is moving.

The speed trailers were deployed at various locations throughout the week. A Total of **69** citations were issued.

ADDITIONAL INFORMATION

Total Calls for Service	94
Calls for Service – Unable to Locate	27
Motor Vehicle Accidents	1
Vandalism of Amenities	0
<i>(Average Response Time)</i>	3/7

Calls for Service are responded to in the following order:

1. Time sensitive calls (Primary)
 - a. POA property, Tripped Alarm calls (Burglar/Fire)
 - b. Suspicious Persons/Vehicles/Activity
 - c. Trespassing
 - d. Speeding
 - e. Gate Runners
2. Time sensitive calls (Secondary)
 - a. Nuisance Animal (Dog barking)
 - b. Noise complaint
 - c. Fishing
 - d. Pet violation
3. Other calls
 - a. POA rule violations (Signs/Flags)
 - b. Parking

GATE ENTRY STATISTICS

Total Guest Passes Issued by Gate	
- Main Gate	4,574
- East Gate	2,906
- North Gate	2,019
Total Guest Entries by Gate	
- Main Gate	10,108
- East Gate	6,336
- North Gate	4,025
Total RFID Entries by Gate	
- Main Gate	29,183
- East Gate	14,777
- North Gate	9,771
Confiscated Guest Passes	13

TWO GUEST LANE ENTRY PROTOCOL*

Total time in minutes	
- Main Gate	81
- East Gate	0

*If traffic volume in the guest lane backs up into the nearest intersection, staff in the middle lane will temporarily begin to issue guests passes to improve traffic flow.

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COMMUNITY PATROL

Weekly Activity Report

05/10/21 – 5/16/21

Community Patrol's primary functions are to provide the community with services that include access control at the entry gates, Rules and Regulations compliance, and incident observation and reporting to the Association. Community Patrol's services do not replace the services of outside public safety agencies such as law enforcement, fire services, medical services, city code enforcement, etc.

Report presented by: *Ebony Debow (Assistant Account Manager)*

INCIDENT REPORTS

- Monday, March 10th_ Incident report (Dispatched) Officer was dispatched to Tennis Courts for reports of vandalism. Upon arrival the Officer reported that the back of the toilets were removed and smashed on the floor of the stall. The area was patrolled further and no suspect were found. Operations was notified
- Tuesday, March 11th_ Incident Report (Patrol) While on patrol of Holiday Harbor, a resident stopped the officer to report vandalism in the restrooms. Upon their arrival to the restrooms the officer reported that the paper towel dispenser was removed from the wall and smashed on the floor. The officer made contact with a suspected group of kids but they denied being involved. Operations was notified.
- Saturday, March 15th_ Incident report (Patrol) While on patrol of the tennis courts the officer found the Tennis courts to be vandalized. The Officer reported that there was Graffiti on the cement seating between courts 3 and 5. The area was patrolled further and no suspects were located. Operations was notified.

PATROL ACTIVITY

- **5** parking violations issued for unsightly / inoperable vehicles (GR.5.3d). **0** service calls received.
- **1** parking violation issued for long term parking (GR.5.3e). **6** service calls received.
- **5** Parking violation issued for vehicles extending beyond the curb (GR.5.3f). **1** service calls received.
- **27** other parking violations issued. **4** service calls received.
- **0** misc. traffic violations issued. **3** service calls received.

- **1** noise violation issued. **11** service calls received.
- **0** fishing related violation issued. **3** service calls received.
- **2** animal related violations issued. **14** service calls received.
- **1** gate runner violation issued.

SPEED ENFORCEMENT ACTIVITY

- Tuesday, May 11th- 12:27 PM (Mobile Enforcement on CLDN and Santa Maria) (Gr5.1c) Citation Issued for Speeding (Tobin)
- Tuesday, May 11th- 3:31 PM (Mobile Enforcement on CLDS and Calcutta) (Gr.5.1c) Citation Issued for speeding (Tobin)
- Wednesday, May 12th- 1:13 PM (Stationary Enforcement on CLDN and Santa Maria) Citation Issued for speeding (Tobin)
- Wednesday, May 12th – 1:25 PM (Stationary Enforcement on CLDS and Calcutta) (Gr5.1c) Citation issued for Speeding (Thieke)
- Thursday, May 13th- 1:34 PM (Mobile Enforcement on CLDS) (Gr.5.1c) Citation issued for speeding (Dagraca)
- Friday, May 14th -12:45 PM (Mobile Enforcement on CLDN (Gr.5.1C) Citation Issued for Speeding (Dagraca)
- Friday, May 14th -1:38 PM (Stationary Enforcement on CLDS and Pheasant) (Gr.5.1C) Citation Issued for Speeding (Thieke)
- Friday, May 14th – 1:41 PM (Stationary Enforcement on CLDS and Pheasant) GR.5.1C) Citation Issued for Speeding.

**“Stationary Enforcement” is conducted at a fixed location, whereas “Mobile Enforcement” is conducted while the Community Patrol vehicle is moving.

The speed trailers were deployed at various locations throughout the week. A Total of **56** citations were issued.

ADDITIONAL INFORMATION

Total Calls for Service	86
Calls for Service – Unable to Locate	37
Motor Vehicle Accidents	0
Vandalism of Amenities	1-Tennis Court Restrooms 2-Holiday Harbor Restrooms 3- Tennis Courts

(Average Response Time)	2/6
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Calls for Service are responded to in the following order:

1. Time sensitive calls (Primary)
 - a. POA property, Tripped Alarm calls (Burglar/Fire)
 - b. Suspicious Persons/Vehicles/Activity
 - c. Trespassing
 - d. Speeding
 - e. Gate Runners
2. Time sensitive calls (Secondary)
 - a. Nuisance Animal (Dog barking)
 - b. Noise complaint
 - c. Fishing
 - d. Pet violation
3. Other calls
 - a. POA rule violations (Signs/Flags)
 - b. Parking

GATE ENTRY STATISTICS

Total Guest Passes Issued by Gate	
- Main Gate	3,934
- East Gate	2,705
- North Gate	1,789
Total Guest Entries by Gate	
- Main Gate	9,134
- East Gate	6,100
- North Gate	3,834
Total RFID Entries by Gate	
- Main Gate	28,302
- East Gate	14,560
- North Gate	9,797
Confiscated Guest Passes	6

TWO GUEST LANE ENTRY PROTOCOL*

Total time in minutes	
- Main Gate	47

- East Gate	0
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*If traffic volume in the guest lane backs up into the nearest intersection, staff in the middle lane will temporarily begin to issue guests passes to improve traffic flow.

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COMMUNITY PATROL

Weekly Activity Report

05/17/21 – 5/23/21

Community Patrol's primary functions are to provide the community with services that include access control at the entry gates, Rules and Regulations compliance, and incident observation and reporting to the Association. Community Patrol's services do not replace the services of outside public safety agencies such as law enforcement, fire services, medical services, city code enforcement, etc.

Report presented by: *Ebony Debow (Assistant Account Manager)*

INCIDENT REPORTS

- Tuesday, March 18th _ Incident Report (Patrol) Officer was on patrol of the tennis courts and found it to be vandalized. The officer reported that on poles next to court 5 had graffiti. The area was patrolled further and no suspects were located. Operations was notified.

PATROL ACTIVITY

- **10** parking violations issued for unsightly / inoperable vehicles (GR.5.3d). **1 service** calls received.
- **0** parking violation issued for long term parking (GR.5.3e). **7** service calls received.
- **2** Parking violation issued for vehicles extending beyond the curb (GR.5.3f). **1** service calls received.
- **40** other parking violations issued. **5** service calls received.
- **0** misc. traffic violations issued. **7** service calls received.
- **1** noise violation issued. **14** service calls received.
- **0** fishing related violation issued. **1** service calls received.
- **3** animal related violations issued. **11** service calls received.
- **0** solicitation violations issued. **1** service calls received.
- **4** gate runner violation issued.

SPEED ENFORCEMENT ACTIVITY

- Tuesday, May 18th- 11:09 AM (Mobile Enforcement on Vacation at North ski) (Gr5.1c) Citation Issued for Speeding (Thieke)
- Tuesday, May 18th – 1:15 PM (Mobile Enforcement on CLDN and Outrigger) (Gr.5.1c) Citation Issued for speeding (Tobin)
- Tuesday, May 18th- 3:40 PM (Mobile Enforcement on CLDN and Lands End) Citation Issued for speeding (Tobin)
- Tuesday, May 18th- 4:07 PM (Stationary Enforcement on CLDS and Pheasant) (Gr5.1c) Citation issued for Speeding (Tobin)
- Tuesday, May 18th- 5:25 PM (Stationary Enforcement on CLDS and Pheasant) (Gr.5.1c) Citation issued for speeding (Tobin)
- Wednesday, May 19th- 7:05 AM (Mobile Enforcement on CLDS and Continental) (Gr.5.1C) Citation Issued for Speeding (Thieke)
- Wednesday, May 19th- 11:18 AM (Stationary Enforcement on CLDS and Pheasant) (Gr.5.1C) Citation Issued for Speeding (Tobin)
- Wednesday, May 19th- 1:42 PM (Mobile Enforcement on Continental and Grey Fox) GR.5.1C) Citation Issued for Speeding. (Tobin)

**“Stationary Enforcement” is conducted at a fixed location, whereas “Mobile Enforcement” is conducted while the Community Patrol vehicle is moving.

The speed trailers were deployed at various locations throughout the week. A Total of **21** citations were issued.

ADDITIONAL INFORMATION

Total Calls for Service	84
Calls for Service – Unable to Locate	19
Motor Vehicle Accidents	0
Vandalism of Amenities	1-Tennis Court 5
<i>(Average Response Time)</i>	4/8.5

Calls for Service are responded to in the following order:

1. Time sensitive calls (Primary)
 - a. POA property, Tripped Alarm calls (Burglar/Fire)
 - b. Suspicious Persons/Vehicles/Activity
 - c. Trespassing

- d. Speeding
- e. Gate Runners
- 2. Time sensitive calls (Secondary)
 - a. Nuisance Animal (Dog barking)
 - b. Noise complaint
 - c. Fishing
 - d. Pet violation
- 3. Other calls
 - a. POA rule violations (Signs/Flags)
 - b. Parking

GATE ENTRY STATISTICS

Total Guest Passes Issued by Gate	
- Main Gate	3,977
- East Gate	2,909
- North Gate	1,957
Total Guest Entries by Gate	
- Main Gate	9,367
- East Gate	6,188
- North Gate	4,090
Total RFID Entries by Gate	
- Main Gate	28,207
- East Gate	14,468
- North Gate	9,769
Confiscated Guest Passes	6

TWO GUEST LANE ENTRY PROTOCOL*

Total time in minutes	
- Main Gate	17
- East Gate	0

*If traffic volume in the guest lane backs up into the nearest intersection, staff in the middle lane will temporarily begin to issue guests passes to improve traffic flow.

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COMMUNITY PATROL

Weekly Activity Report

05/24/21 – 5/30/21

Community Patrol's primary functions are to provide the community with services that include access control at the entry gates, Rules and Regulations compliance, and incident observation and reporting to the Association. Community Patrol's services do not replace the services of outside public safety agencies such as law enforcement, fire services, medical services, city code enforcement, etc.

Report presented by: *Ebony Debow (Assistant Account Manager)*

INCIDENT REPORTS

- Monday, May 24th, 2021_ Incident Report (Patrol) Officer was on routine patrol of Dam View gate and found there to be damage to the gate. The officer reported that the lock for the entrance gate was cut. It was later discovered that a Golf Cart crashed into the gate previously and the lock that was cut belonged to EVMWD. Operations was notified
- Monday, May 24th, 2021_ Incident Report (Dispatched) Officer was dispatched to Road Runner Park for reports of vandalism. Upon arrival the Officer found a cardboard sign with "Indian Beach" written on it blocking the cameras. I also found that one of the fan blades had been broken off of the fan and one of the dining tables flipped over. The area was further patrolled and operations was notified. One of the suspects seen on camera vandalizing the park was later observed to be entering main gate pedestrian gate.
- Wednesday_ May 26th, 2021_ Incident report (Dispatched) Officer was dispatched to Indian Beach for reports of Vandalism. Upon arrival the Officer reported that there were scratch marks and carvings made by a knife. Reporting party stated that there were children using a knife to vandalize the tables. The area was patrolled further and operations was notified.

PATROL ACTIVITY

- **0** parking violations issued for unsightly / inoperable vehicles (GR.5.3d). **1** service calls received.
- **1** parking violation issued for long term parking (GR.5.3e). **7** service calls received.

- **2** Parking violation issued for vehicles extending beyond the curb (GR.5.3f). **0** service calls received.
- **38** other parking violations issued. **6** service calls received.
- **0** misc. traffic violations issued. **3** service calls received.
- **4** noise violation issued. **16** service calls received.
- **0** golf cart related violations issued. **1** service calls received.
- **0** fishing related violation issued. **1** service calls received.
- **3** animal related violations issued. **11** service calls received.

SPEED ENFORCEMENT ACTIVITY

- Tuesday, May 25th- 3:41 PM (Stationary Enforcement on Vacation at North ski) (Gr5.1c) Citation Issued for Speeding (Tobin)
- Tuesday, May 25th 3: 51 PM Stationary Enforcement on Vacation at North Ski) (Gr.5.1c) Citation Issued for speeding (Tobin)

**“Stationary Enforcement” is conducted at a fixed location, whereas “Mobile Enforcement” is conducted while the Community Patrol vehicle is moving.

The speed trailers were deployed at various locations throughout the week. A Total of **86** citations were issued.

ADDITIONAL INFORMATION

Total Calls for Service	101
Calls for Service – Unable to Locate	22
Motor Vehicle Accidents	0
Vandalism of Amenities	1 -Dam View Gate 2 - Road Runner Park Fan 3 - Tables at Indian Beach
<i>(Average Response Time)</i>	6/8.1

Calls for Service are responded to in the following order:

1. Time sensitive calls (Primary)
 - a. POA property, Tripped Alarm calls (Burglar/Fire)
 - b. Suspicious Persons/Vehicles/Activity
 - c. Trespassing

- d. Speeding
 - e. Gate Runners
 - f. Spills
2. Time sensitive calls (Secondary)
 - a. Nuisance Animal (Dog barking)
 - b. Noise complaint
 - c. Fishing
 - d. Pet violation
 3. Other calls
 - a. POA rule violations (Signs/Flags)
 - b. Parking

GATE ENTRY STATISTICS

Total Guest Passes Issued by Gate	
- Main Gate	4,297
- East Gate	3,055
- North Gate	2,235
Total Guest Entries by Gate	
- Main Gate	9,889
- East Gate	6,676
- North Gate	4,266
Total RFID Entries by Gate	
- Main Gate	28,316
- East Gate	14,460
- North Gate	9,329
Confiscated Guest Passes	14

TWO GUEST LANE ENTRY PROTOCOL*

Total time in minutes	
- Main Gate	119
- East Gate	0

*If traffic volume in the guest lane backs up into the nearest intersection, staff in the middle lane will temporarily begin to issue guests passes to improve traffic flow.

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COMMUNITY PATROL

Weekly Activity Report

05/31/21 – 6/06/21

Community Patrol's primary functions are to provide the community with services that include access control at the entry gates, Rules and Regulations compliance, and incident observation and reporting to the Association. Community Patrol's services do not replace the services of outside public safety agencies such as law enforcement, fire services, medical services, city code enforcement, etc.

Report presented by: *Ebony Debow (Assistant Account Manager)*

INCIDENT REPORTS

- Thursday_ June 3rd, 2021_Incident Report (Dispatched) Officer was dispatched to Mailbox bank 145 for reports of vandalism. Upon arrival the officer found Mailbox #1 to be vandalized and broken into. The area was patrolled and no other vandalism was found. Operations was notified.

PATROL ACTIVITY

- **1** parking violations issued for unsightly / inoperable vehicles (GR.5.3d). **0** service calls received.
 - **2** Parking violation issued for vehicles extending beyond the curb (GR.5.3f). **0** service calls received.
 - **45** other parking violations issued. **10** service calls received.
 - misc. traffic violations issued. **3** service calls received.
 - **0** noise violation issued. **19** service calls received.
 - **0** golf cart related violations issued. **4** service calls received.
 - **0** fishing related violation issued. **4** service calls received.
 - **2** animal related violations issued. **21** service calls received.
 - **1** gate runner violation issued.
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SPEED ENFORCEMENT ACTIVITY

- Tuesday, June 1st- 4:58 PM Stationary Enforcement on Canyon Lake Drive South and Calcutta (Gr5.1c) Citation Issued for Speeding (Tobin)
- Wednesday, Jun 2nd 11:32 AM Stationary Enforcement on Vacation at North Ski (Gr.5.1c) Citation Issued for speeding (Thieke)
- Wednesday, June 2nd 12:00 PM- Mobile enforcement on CLDN and White Wake (GR.5.1c) Citation issued for speeding. (Tobin)
- Wednesday, June 2nd 1:54 PM- Mobile Enforcement on CLDS and Early Round (GR.5.1c) Citation issued for speeding (Tobin)
- Wednesday, June 2nd 4:25 PM Stationary enforcement on CLDS and Calcutta (GR.5.1c) Citation issued for speeding (Tobin)

**“Stationary Enforcement” is conducted at a fixed location, whereas “Mobile Enforcement” is conducted while the Community Patrol vehicle is moving.

The speed trailers were deployed at various locations throughout the week. Speed trailers were not deployed this week due to training.

ADDITIONAL INFORMATION

Total Calls for Service	113
Calls for Service – Unable to Locate	20
Motor Vehicle Accidents	2
Vandalism of Amenities	1-MailBox Bank 145
<i>(Average Response Time)</i>	3/11

Calls for Service are responded to in the following order:

1. Time sensitive calls (Primary)
 - a. POA property, Tripped Alarm calls (Burglar/Fire)
 - b. Suspicious Persons/Vehicles/Activity
 - c. Trespassing
 - d. Gate Runners
 - e. Spills
2. Time sensitive calls (Secondary)
 - a. Nuisance Animal (Dog barking)
 - b. Noise complaint
 - c. Fishing

- d. Pet violation
 - e. Vandalism
 - f. Spills
 - g. Traffic Accidents
3. Other calls
- a. POA rule violations (Signs/Flags)
 - b. Parking

GATE ENTRY STATISTICS

Total Guest Passes Issued by Gate	
- Main Gate	4,320
- East Gate	3,198
- North Gate	2,120
Total Guest Entries by Gate	
- Main Gate	9,536
- East Gate	6,727
- North Gate	4,112
Total RFID Entries by Gate	
- Main Gate	26,979
- East Gate	14,181
- North Gate	9,074
Confiscated Guest Passes	19

TWO GUEST LANE ENTRY PROTOCOL*

Total time in minutes	
- Main Gate	188
- East Gate	8

*If traffic volume in the guest lane backs up into the nearest intersection, staff in the middle lane will temporarily begin to issue guests passes to improve traffic flow.

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Marine Patrol Report

MAY 2021

Marine Patrol’s primary functions are to provide the community with services that include Quagga Mussel and boat safety inspections, Rules and Regulations compliance, and incident observation and reporting to the Association. In the table below, the “Calls for Service” column reflects the number of calls made by community members based on the violation type.

Citations Issued

Citation	MARCH	APR	MAY
LM.2.5 Expired/ No Registration (State)	0	0	0
LM.2.6 Expired/ No Registration (POA)	0	0	1
LM.2.7 Expired / No Registration at a dock or lift	0	1	2
LM.7.3 Reckless behavior while operating a motorized boat	0	0	0
GR.6.2c Failure to present valid ID	0	0	0
GR.4.4 Fishing License	0	7	5
LM.6.7 Excessive Wake	0	0	0
GR.2.18a Loud Noise	0	0	0

Warnings Issued

Warning	MARCH	APRIL	MAY
LM.2.5 Expired/ No Registration (State)	0	0	0
LM.2.6 Expired/ No Registration (POA)	0	0	0
LM.2.7 Expired / No Registration at a dock or lift	0	0	0
LM.7.3 Reckless behavior while operating a motorized boat	0	0	0
GR.6.2c Failure to present valid ID	0	0	0
GR.4.4 Fishing License	0	0	5
LM.6.7 Excessive Wake	0	6	38
GR.2.18a Loud Noise	0	0	4

Additional Information

	MARCH	APRIL	MAY
Total Calls for Service	82	350	541
Boat Safety Inspection	65	130	384
Boat Tow (Out of fuel/mechanical)	9	8	7
Boat Tow (Adrift)	0	0	1
Battery Assist	1	1	1
P&C Inspector Escort Hours	6.9	10.2	13
Fishing License Checks	20	68	72
Quagga Inspection	36	50	55
White Tag Applied	18	25	20
Quarantine Tag Applied	1	2	1

Boat Operating Hours

	MARCH	APRIL	MAY
Boat 1 START 8588.9 / END 9701.5	95.8	111.2	112.5
Boat 2 START 8167.3 / END 8283.3	113.5	91.8	116
Boat 3 START 1017.0 / END 1034.4	11.4	12.6	17.4
Boat 4 START 2096.9 / END 2210.7	43.9	68.7	113.8

Boat Operating Hours by Location

	MARCH	APRIL	MAY
Main Lake	140.6	141.7	181.5
East Bay	124.0	130.0	160.9
North Ski	11.4	12.6	17.4

Incident Report Summary

	MARCH	APRIL	MAY
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NO REPORTS	0	0	1
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Incident Report Detail

Incident Description	Location
ASSISTED REMOVING DEAD BODY	North Ski Area

Report presented by: *Don Motteler (Marine Patrol Captain)*